

Approved on 06/04/2022
by Order No V-22/09
of the Director General of
Vilniaus Pergalė AB

VILNIAUS PERGALĖ PUBLIC LIMITED LIABILITY COMPANY

PROCEDURE FOR SUBMISSION AND EXAMINATION OF COMPLAINTS

In order to ensure compliance with the EU and Lithuanian legal acts applicable to the activities of Vilniaus Pergalė public limited liability company (hereinafter 'Vilniaus Pergalė' or 'the Company'), as well as the Company's internal legal acts, it is necessary to notice potentially illegal actions in due time (to obtain information on possible violations). In this context, a violation shall be deemed any factor that has a direct or indirect negative impact on human rights and the environment.

Vilniaus Pergalė Procedure for Submission and Examination of Complaints shall apply to customers, business partners or employees, and provides an opportunity to report possible violations, except for complaints related to the safety and/or quality of Vilniaus Pergalė confectionery products. The latter shall be examined in accordance with the Company's mandatory food safety programme MSPP 04.

The Employees of the Company who have noticed or personally experienced a possible violation can notify the Personnel Manager of Vilniaus Pergalė thereof; by placing an anonymous message in the suggestions box (Kaizen) installed in the Company's canteen room; by e-mail to info@pergale.lt; or by regular mail to the following address: Vilniaus Pergalė public limited liability company, V. A. Graičiūno g. 26, LT-02241 Vilnius or by calling +370 5 2751311.

Customers, business partners and other stakeholders who have noticed or personally experienced a potential violation may report it by e-mail to info@pergale.lt; or by regular mail to the following address Vilniaus Pergalė public limited liability company, V. A. Graičiūno g. 26, LT-02241 Vilnius or by calling +370 5 2751311.

Upon receipt of a complaint by telephone or e-mail, the administrator of the Company shall register the content of the message in the Register of Complaints (date and time of the call; name and surname, telephone number, e-mail address of the sender/caller) (if the person agrees to provide this information), subject of the complaint, and the person responsible for the investigation of the complaint (position, name and surname)).

Vilniaus Pergalė Complaints Investigation Commission, consisting of the Personnel Manager, a lawyer and a warehouse manager, undertakes to investigate the alleged violation no later than 10 business days from the date of receipt of the notification, to investigate such reports properly and competently and within a reasonable time (if applicable).

Vilniaus Pergalė shall ensure that the results, conclusions and recommendations of the investigation be presented to the members of the governing bodies of Vilniaus Pergalė.

The Personnel Manager of Vilniaus Pergalė shall be responsible for supervising the investigation of the Company's complaints.